



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending September 30, 2009

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$1,538.62	\$707.41	\$592.20	\$2,838.23
B. Number of credits issued for repairs - 24 - 48 hours	103	92	84	279
C. Number of credits issued for repairs - 48 - 72 hours	14	21	14	49
D. Number of credits issued for repairs - 72 - 96 hours	7	5	11	23
E. Number of credits issued for repairs - 96 - 120 hours	9	1	3	13
F. Number of credits issued for repairs > 120 hours	11	2	0	13
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$644.00	\$239.00	\$495.00	\$1,378.00
B. Number of installations after 5 business days	13	5	6	24
C. Number of installations after 10 business days	1	0	0	1
D. Number of installations after 11 business days	0	0	2	2
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$15,630.00	\$14,895.00	\$5,470.00	\$35,995.00
B. Number of customers receiving credits	317	306	737	1,360
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

Will add comments at a later date.